



# PROJECT DEFINITION DOCUMENT

## REMEDY ITSM 7.x PROJECTS

Project 1 – Remedy ITSM Core

December 11, 2008

Project Plan – Installation of Remedy ITSM 7.x	Version: 5.0
Project Definition Document: <b>Remedy ITSM 7.x Core Project</b>	Date: <b>December 11, 2008</b>

## Project Definition Document

### Department of Technology Services

### Project Name: Remedy ITSM 7.x Core

Product Manager:	Russell Smith	Date Created:	August 10, 2007
Project Manager:	Gae Lyn DeLand	Date Revised:	December 11, 2008
Business Sponsor:	Russell Smith	Date Printed:	December 11, 2008
IT Sponsor:	Darcie Trimble	Work Order Number:	ITREMEDY

## TABLE OF CONTENTS

### INTRODUCTION

Revision History .....	3
Stakeholders .....	4
Core Team Members .....	4
Specialty Team Members Page Designation.....	4

### SECTION 1 – PRODUCT MANAGEMENT

Problem Statement (Context) .....	5
Business Objectives and Problem Definition .....	5
Product Requirements .....	5
DTS/Partnered Products .....	7
Non DTS/Partnered Products .....	8
High-Level Risks .....	8
Validation of Section 1 .....	8

### SECTION 2 – KEY PROJECT DOCUMENTS

Document List .....	9
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### SECTION 3 – PROJECT MANAGEMENT

Project Objective Statement .....	10
Constraint Matrix .....	10
Phase Transition Schedule .....	11
Project Deliverables List .....	12
Deliverables 1 – 10 Detail.....	13
Project Governance Framework .....	21
System Customization Statement .....	21
Baseline History .....	22
Validation of Section 3 .....	22
Specialty Team Members .....	23-27

### Appendixes

Approved Documents.....	#1
Project Change Requests and Change Log .....	#2



<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

## STAKEHOLDERS

Description/Name	Stakeholder Type Sponsor, Partner, End User, Other	Goals/Interests
Steve Fletcher	CIO	Management of DTS
Ken Petersen	COO	Management of DTS
Mike Casey	Partner	Security
Jim Matsumura	Partner	Service Delivery
Greg Mead	Partner	Project Management Process
Jolet Olsen	Partner	Business Process
Russell Smith	Business Sponsor	Remedy Implementation
Darcie Trimble	IT Sponsor Partner	Service Delivery

## REMEDY CORE TEAM MEMBERS

Revised 7/31/08

Name and Title	Role	Organization Functional Area	Miscellaneous	Phone
Gae Lyn DeLand Project Manager	<b>Project Manager</b>	PMO Office	<a href="mailto:gaelynd@utah.gov">gaelynd@utah.gov</a>	Wk 538-9644
Kathi Ercanbrack Business Analyst Remedy Administrator	<b>Business Analysis</b>	Business Services	<a href="mailto:kercanbrack@utah.gov">kercanbrack@utah.gov</a>	Wk 538-9515
Marsha Dotson Change Coordinator	<b>Change Management (CM)</b> Teams Leader	COTS Manager	<a href="mailto:mdotson@utah.gov">mdotson@utah.gov</a>	Wk 538-3563
Paul Engberson Network Administrator	<b>Configuration Management (CFG)</b> Team Lead	Tax Network Administration	<a href="mailto:paule@utah.gov">paule@utah.gov</a>	Wk 297-2712
Fred Schmidt, Manager Customer Service/Support	<b>Configuration Management Database (CMDB)</b> Team Lead	Service Desk	<a href="mailto:fschmidt@utah.gov">fschmidt@utah.gov</a>	Wk 538-3596
Gene Puckett, Manager Customer Service/Support	<b>Service Desk Management (SDM)</b> Team Leader	Service Desk	<a href="mailto:gpuckett@utah.gov">gpuckett@utah.gov</a>	Wk 537-9150
Norm Johnson, Service Level Management	<b>Service Request (SRM) and Service Level Management (SLM)</b> Team Leader	Administrative Services	<a href="mailto:normjohnson@utah.gov">normjohnson@utah.gov</a>	Wk 538-3021
As Needed	<b>Technical Support Management</b> Team Leader (as needed)	As Needed		

## SPECIALTY TEAM MEMBERS

**SEE SPECIALTY TEAM MEMBERS LIST AT THE END OF THIS DOCUMENT (Pages 26-31)**

<b>Change Management .....</b>	<b>Page – 24</b>
<b>Configuration Management Database .....</b>	<b>Page – 24</b>
<b>Configuration Management.....</b>	<b>Page – 25</b>
<b>Service Desk Management.....</b>	<b>Page – 26</b>
<b>Service Level Management .....</b>	<b>Page – 26</b>
<b>Service Request Management .....</b>	<b>Page – 26</b>
<b>Specialty Teams .....</b>	<b>Page – 27</b>

Project Plan – Installation of Remedy ITSM 7.x	Version: 5.0
Project Definition Document: <b>Remedy ITSM 7.x Core Project</b>	Date: <b>December 11, 2008</b>

## SECTION 1 - PRODUCT MANAGEMENT

### PROBLEM STATEMENT

DTS has a variety of applications, processes, tools and procedures to provide back-office support for the agency. With the implementation of *ITSM Remedy 7.x* we can standardize the processes to be more effective and efficient by implementing ITIL best practices and one tool with a shared CMDB (configuration management database). We need to implement enterprise-wide processes that support Change Management, Configuration Management (Asset Management), Service Desk Management (Incident and Problem Management), Service Level Management, Service Request Management and the Configuration Management Database.

### BUSINESS OBJECTIVES AND PROBLEM DEFINITIONS

Business Objectives	Problem or Need Definition	Disposition (Must, Should, Will Not)
Implement and use Remedy "out of the box" (with the exception of Finet and Purchasing codes, etc.).	DTS needs to centralize management of CFM (AM), CM, SDM, SLM, and SRM utilizing ITIL best practices included in Remedy ITSM 7.x and adopted by DTS.	Must
Receive best "value for cost" by optimizing each module to its fullest potential.	DTS needs to standardize, across the enterprise, its CFM (AM), CM, SDM, SLM and SRM processes to reduce time and money spent customizing and or developing alternative systems and processes already included in Remedy ITSM 7.x suite of products.	Must
Refine and improve processes to become more efficient.	Provide additional services to customers without increasing costs.	Must
Produce statewide reporting to verify and validate service level compliance, comparing one timeframe to another.	DTS needs to provide enterprise level metrics that report service level compliance to agencies in order to become more efficient and proactive in support of agency business objectives.	Must
Use each module for six months before addressing any changes or enhancements.	Limit the need to modify Remedy for each agency.	Must

### PRODUCT REQUIREMENTS

Prioritization Key:

- **Must** – Project will not be successful without this (should be 20-40% of project effort).
- **Should** – Project expects to accomplish this, but if resources and schedule are constrained to the point of not completing scope, these items will be negotiated.
- **Could** – This will likely not be in this project although if time and resources permit, this may be negotiated.
- **Will Not** – This will not be considered part of this project.

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

Functionality or Behavior					
#	Priority (Must Have, Should, Could, Will Not)	Actor (Sponsor, Partner, End User, Other)	User Case Name	User Story	Deliverable Cross-Ref.
1	Must	Russell Smith		The previous Remedy product was so customized it was very difficult, time consuming and expensive to manage and/or upgrade the product. This product must be an easy to support, single tool to manage the administrative functions for staff located throughout the enterprise.	S2: 1 – 2 & 3
2	Must	Kathi Ercanbrack		All of the ITSM module processes interact with each other therefore; the change management process must be followed to ensure notification.	SMPM
Availability or Reliability					
#	Priority (Must Have, Should, Could, Will Not)	Requirements Name	Description		Deliverable Cross-Ref.
1	Must	System Availability	The Remedy ITSM Suite will be available 24x7 with a measured availability of 99% not including scheduled down time.		Services Delivery
2	Must	Backups	Backups will be made nightly to support data recovery with a plan to test the restore of the data.		Services Delivery
3	Should	Redundant System	As funds become available a redundant system should be implemented.		Russell Smith
4	Must	Licensing	Need to monitor availability of licenses to determine licensing need.		SB: B - 9
Performance					
#	Priority	Requirements Name	Description		Deliverable Cross-Ref.
	N/A	N/A	N/A		N/A
Supportability					
#	Priority	Requirements Name	Description		Deliverable Cross-Ref.
1	Must	SMPM Link	Support a link to an SMPM tool.		S2: B - 3
2	Must	Business Rules	Support business rules.		S2: D - 8
3	Must	User Guides	Support a link to online user guide and help files.		S2: B - 3
4	Must	Vendor Support	Be available 24x7 by phone		SB: B – 9
5	Must	Cost Recovery	Determine on-going cost of product in order to develop cost recovery model by Administrative Services		SB: B – 9
6	Must	Help Desk Support	Support DTS business hours of 7:00 a.m. - 6:00 p.m., Monday thru Thursday, but the Enterprise Service Desk is available 24x7.		Services Delivery
7	Must	DTS Support	All components that make up the Remedy ITSM suite including HW, SW, DB, Application, etc. must be supported 24x7.		SB: B - 9
8	Must	HW/OS Support	HW and OS support must be maintained 24x7		SB: B - 9

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

Environment				
#	Priority	Requirements Name	Description	Deliverable Cross-Ref.
1	Must	Microsoft Server	Support Microsoft Server 2003, 32 Bit Enterprise Edition or higher	Services Delivery
2	Must	Oracle	Support Oracle 10g or higher.	Services Delivery
3	Must	Remedy	Support Remedy User tool 7.x or higher.	Services Delivery
4	Must	Firefox	Support Firefox 2.0 or higher.	Services Delivery
5	Must	IE	Support IE 6.0 or higher.	Services Delivery
6	Should	Crystal Reports	Support Crystal Enterprise Server for Web	Services Delivery
7	Must	Dashboard	Support Dashboard technology for metric reporting	Services Delivery
8	Must	UMD	Support user authentication through UMD	Services Delivery
9	Must	AT	Support an acceptance test environment that mirrors production	Services Delivery
10	Must	Development	Support a development environment	Services Delivery
11	Must	Disaster Recovery	Must have a disaster recovery process in place	Services Delivery
12	Must	Monitoring	Must monitor system health, availability, and growth	Services Delivery
13	Must	Archiving	Must have an archiving process in place	Solutions Delivery
Localization				
#	Priority	Requirements Name	Description	Deliverable Cross-Ref.
1	Must	Language	Support English	N/A
2	Must	Currency	Support US dollar	N/A
Quality				
#	Priority	Requirements Name	Description	Deliverable Cross-Ref.
1	Must	QA Testing	Be tested by the QA testing group.	S2: D – 6 & B – 8
2	Must	Site Testing	Be tested by local and remote sites.	S2: D – 6 & B – 8
3	Must	Change Management	Adhere to processes defined in SMPM and any additional external DTS Change Management Policies & Procedures	S2: B – 3
4	Should	Load Testing	Be simulated load tested.	S2: B – 6 & B – 8
Security				
#	Priority	Requirements Name	Description	Deliverable Cross-Ref.
1	Must	Authentication	Link to UMD to authenticate and authorize users.	Services Delivery
2	Must	SSL Certification	Utilize SSL Certification when transmitting over the web	Services Delivery
3	Must	Encryption	Must encrypt data across the network	Security
4	Must	Role Based	Must be role based	Remedy Administrator

## DTS/PARTNERED PRODUCTS AND SERVICES AFFECTED

Product or Service	
All State Agencies (DTS Staff)	Help Desk
Asset Management	Purchasing
Change Management	CWO
Finance	

Project Plan – Installation of Remedy ITSM 7.x	Version: 5.0
Project Definition Document: <b>Remedy ITSM 7.x Core Project</b>	Date: <b>December 11, 2008</b>

## NON-DTS/PARTNERED PRODUCTS AND SERVICES AFFECTED

Product or Service	
All State Agencies (Non-DTS Staff)	State DHRM
BMC Remedy	State Finance
Rapid Technologies, Inc.	State Purchasing

## HIGH-LEVEL RISKS

Risk	Disposition
Change in project priorities	See Risk Assessment Matrix
Completion of the Business Analysis on time	See Risk Assessment Matrix
Planning, configuring and implementation w/o consultant	See Risk Assessment Matrix
Reduction or elimination of funding or people resources	See Risk Assessment Matrix
Communications efforts do not produce desired	See Risk Assessment Matrix
Non acceptance by DTS managers and staff	See Risk Assessment Matrix

## VALIDATION OF SECTION 1

\_\_\_\_\_  
Kenneth Peterson, COO

\_\_\_\_\_  
Date

\_\_\_\_\_  
Darcie Trimble, Solutions Delivery Dir. /Acting Project Management Dir.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Jim Matsumura, Services Delivery Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Jolet Olsen, Business Services Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Russell Smith, Business Sponsor and Product Manager

\_\_\_\_\_  
Date



<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

## SECTION 2 - KEY PROJECT DOCUMENTS

Document Name	Status/Reviewer/Approval	Date
<b>Investigate</b>		
1. Project Definition Document (PDD) – V1	Completed – Gae Lyn DeLand	03/01/08
2. Remedy ITSM 7.x Upgrade Charter	Completed – Kathi Ercanbrack	09/26/07
3. Remedy Implementation Strategy Analysis	Completed – Kathi Ercanbrack	10/12/07
4. Service Management Process Model (SMPM)	Completed – Kathi Ercanbrack	02/25/08
5. Detailed Design Document (Refer to SMPM tool)	Completed – Kathi Ercanbrack	03/03/08
6. User Support Documentation	Completed – Kathi Ercanbrack	02/25/08
- Link to SMPM	Completed – Kathi Ercanbrack	02/25/08
- Remedy ITSM On-line User Guide & Help Files	Completed – Kathi Ercanbrack	02/25/08
7. Process Manuals external to SM	Assigned – Team Leaders	
8. Revised Annual Contract/Licenses	In Process – Russell Smith/David Yearsley	
<b>Design</b>		
1. Project Definition Document (PDD) – V2*	Revised – Gae Lyn DeLand	12/10/08
2. Master Test Plan	Assigned – Rose Cordova	
3. Microsoft Project Plan Schedule (MSP) (Phase change revisions)	In Process – Gae Lyn DeLand	
4. Business Rules Document	Assigned – Team Leaders	
<b>Build*</b>		
1. Communications Plan*	Completed – Gae Lyn DeLand	11/17/08
2. Change Request Form*	Completed – Gae Lyn DeLand	07/15/08
3. Change Request Log*	Completed – Gae Lyn DeLand	07/15/08
4. Change Request Approval Policy*	Completed – Norm Johnson/Core Team	11/25/08
5. Issues Log*	Completed – Gae Lyn DeLand	07/15/08
6. Risk Assessment Matrix*	Completed – Gae Lyn DeLand/Core Team	10/06/08
7. Product Awareness Plan (Marketing Plan)*	Completed – Norm Johnson/Gene Puckett	10/06/08
8. Training Plan	Assigned – Teams	
9. Rollout	Assigned – Russell Smith	
10. Release Plan	Assigned – Team Leaders	
* Appendix 1 – Approved Documents		

Project Plan – Installation of Remedy ITSM 7.x	Version: 5.0
Project Definition Document: <b>Remedy ITSM 7.x Core Project</b>	Date: <b>December 11, 2008</b>

## SECTION 3 - PROJECT MANAGEMENT

### PROJECT OBJECTIVE STATEMENT

Implement Remedy ITSM 7.x, DTS wide, out-of-the-box utilizing ITIL Best Practices by July 1, 2010  
expending no more than \$\_\_\_\_\_.

### CONSTRAINT MATRIX

	Most Constrained	Moderately Constrained	Least Constrained
Scope		✓	
Schedule			✓
Resources	✓		

- Resources are **most** constrained because the budget is set and installation/implementation staff is also the support staff.
- Scope is **moderately** constrained because some modules can be enhanced after the basic modules are installed and all modules will be implemented initially out of the box.
- Schedule is the **least** constrained because there is no “drop dead” date for the project.

Note: The Constraint Matrix should be reevaluated when the Business Requirements are completed.

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

## Remedy ITSM 7.x PHASE TRANSITION SCHEDULE

Revised 12/02/08

Please check one of the boxes below. This project will follow:				
<input type="checkbox"/>	Development Life Cycle Phase (Invent, Design, Build, Test, Validate, Deploy)			
<input checked="" type="checkbox"/>	Incremental Approach (Product – Defined beginning/end and deliverables)			
#	DELIVERABLES	SCHEDULED COMPLETION	OWNER	ACTUAL COMPLETION
1	Complete Implementation Analysis	07/01/07	Kathi	09/26/07
2	Determine Implementation Strategy	09/26/07	Kathi	09/27/07
3	Install DEV Server	04/01/08	DJ	06/30/08
4	Deliver ITSM Core Project Definition Document (PDD)	08/27/08	Gae Lyn	11/03/08
5	Develop Product Awareness Plan	08/28/08	Norm	09/19/08
6	Begin Product Awareness Meetings with IT Directors & DTS Agency Staff	10/30/08	Gae Lyn	10/30/08
7	Recommend Tenancy Mode (single vs. multi)	12/17/08	Kathi	11/03/08
8	Create Issues Log		Gae Lyn	07/15/08
9	Create Change Request and Log		Gae Lyn	07/15/08
10	Create Risk Analysis Plan and Log		Gae Lyn	10/06/08
11	Create Communications Plan	11/13/08	Gae Lyn	11/17/08
12	Develop List of Services	12/23/08	Norm	
13	Create Project Approval Process (non CAB)	11/18/08	Norm	11/25/08
14	Install AT Server (complete except SiteMinder)	11/26/08	DJ	11/24/08
15	Configure Foundation Data (Mini) for Core Project – Enter enough data for users to familiarize themselves with ITSM (play around in system) - Kathi will demo system and they are on their own. Must submit a Change Request for additional demos. They can use on-line manuals, SMPM tool and on-line demos Kathi sent information out on.	12/15/08	Kathi	
16	Copy Data from DEV to AT	12/22/08	DJ	
17	Define Core CIs	01/12/09	Fred	
18	Define and Assign Standards to Core Teams	01/26/09	Fred	
19	Build CI Relationships	02/09/09	Fred	
20	Configure Remaining Foundation Data for Core Project	02/02/09	Kathi	
21	Basic Foundation Data Verified by Consultant (subjected to consultant availability)	02/09/09	Kathi	
22	Business Requirements five systems (SD/IM, SD/PM, SRM, SLM, CMDB)	03/16/09	Kathi	
23	Develop Rollout Plan	03/26/09	Russell	
24	Develop Release Plan	03/26/09	Team Leads	
25	Refresh Data and CIs on AT Server	02/16/09	DJ	
26	Install PROD Server	04/00/09	DJ	
27	Copy Data from DEV/AT to PROD	04/00/09	DJ	
28	Create ITSM Change Approval Process - Including CAB Members	06/01/09	Marsha	
29	Business Requirements for remaining systems (CM, CFM/ASSETS, CFM/PURCHASING, CFM/CONTRACTS) and custom applications	07/15/09	Kathi	
30	Discovery Tool Prototype	12/15/08	Bob W.	
*	Project 2 – Service Desk/Incident Management, Service Desk/Problem Management, Service Request Management, (1) SLA	07/01/09	Gene Norm	
*	Project 3 – Configuration Management, CFG (Purchasing, Asset, Contracts)	12/31/09	Marsha Paul	
*	Project 4 – Service Level Management	07/01/09	Norm	
*	Project 5 – CMDB (some CIs may be included in each project)	06/01/10	Fred	
*	Project 6 – Custom Applications (CWO, Inventory, ELCID, Tax Asset, Time Accounting)**	07/01/10	David	
*	<b>NOTE: Dates pending verification of #22 - Business Requirements, for five systems (SD/IM, SD/PM, SRM, SLM, CMDB)</b>			

Project Plan – Installation of Remedy ITSM 7.x	Version: 5.0
Project Definition Document: <b>Remedy ITSM 7.x Core Project</b>	Date: <b>December 11, 2008</b>

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<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

## PROJECT DELIVERABLES FOR REMEDY ITSM 7.x

#	DELIVERABLE NAME	OWNER	COMPLETION DATE
1	<b>Remedy ITSM 7.x Development Server</b> Install new version of Remedy ITSM 7.x for DEV	D.J. Isom	June 30, 2008
2	<b>Remedy ITSM 7.x Core Product Definition Document (PDD)</b> PDD delivered to Project Sponsor to sign and approve project definition.	Gae Lyn DeLand Core Team	August 27, 2008 Revised Nov. 3, 2008 Revised Nov. 25, 2008
3	<b>Product Awareness Plan</b> Create Plan to educate DTS staff on Remedy ITSM 7.x	N. Johnson/G. Puckett	October 6, 2008
4	<b>List of Services</b> Create list of all services and products provided by DTS	Norm Johnson	<Completion Date>
5	<b>Project Request Approval Process Plan (including Change Request Form and Change Request Log)</b> Determine the approval process for changes to the Remedy ITSM 7.x system and project prior to implementation	Norm Johnson & Gae Lyn DeLand Core Team	November 25, 2008
6	<b>Foundation Data (Mini) Configuration for Remedy Core</b> Recommend Tenancy Mode Configure Foundation Data Mini with a few Companies, Organizations, Locations, Groups, People, etc. needed for staff familiarization of Incident Management System, etc.	Kathi Ercanbrack	<Completion Date> Tenancy 11/03/08
7	<b>Approved List of Priority CIs</b> Create a detailed list of CIs to be included in the Core Project and get approval from CAB and ESC	Fred Schmidt	<Completion Date>
8	<b>ITSM Core Standards</b> Define the core standards for the ITSM Core System	Fred Schmidt	<Completion Date>
9	<b>Define Core Priority CI Relationships</b> Create CI relationships in the CMDB	Fred Schmidt	<Completion Date>
10	<b>Remaining Foundation Data for Remedy Core</b> Configure remaining Foundation Data (includes verification by team and Consultant)	Kathi Ercanbrack Kathi Ercanbrack/Beth Hendricks	<Completion Date>
11	<b>Develop Rollout/Release Plan</b> Develop Plan to release ITSM in defined phases	Russell Smith	<Completion Date>
12	<b>Remedy ITSM 7.x Acceptance Test Server</b> Install new version of Remedy ITSM 7.x for AT	D.J. Isom	November 24, 2008 (except for Siteminder)
13	<b>Remedy ITSM 7.x Production Server</b> Install new version of Remedy ITSM 7.x for PROD	D.J. Isom	<Completion Date>

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

<b>D1: Remedy DEV Server – Install new version of Remedy 7.x ITSM for Development</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Fully functional development server</li> <li>Same functionality as production server</li> <li>DEV server configuration same as AT/PROD and documented</li> </ul>	<ul style="list-style-type: none"> <li>Used for test or production</li> <li>Bare bones system</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>ARIES system interface</li> <li>EIS interface</li> <li>Interfaces to billing and other internal systems such as CWO, Time Accounting, IPR, etc.</li> <li>Modifications and maintenance of current Remedy system</li> <li>Personnel availability</li> <li>By Standards</li> </ul>	<ul style="list-style-type: none"> <li>ARIES replacement project</li> <li>AT or PROD</li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>Authenticated through UMD</li> <li>Permissions assigned through management request</li> <li>Personnel time</li> <li>Training of system administrators</li> <li>Backup and storage</li> <li>Monitoring of system health, availability and reporting</li> <li>Rack space, network and power requirements</li> <li>SSL certificates</li> <li>Database</li> </ul>	<ul style="list-style-type: none"> <li>System documentation</li> <li>General use</li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>All hardware, operating system, database and network connections configured, installed, and documented</li> <li>Dedicated server loaded with all ITSM 7.x modules.</li> <li>All software has been tested and programmers can access the modules with the ability to configure them.</li> <li>System Programmer Manager will validate.</li> </ol>	

<b>D2: Sponsor Approval – Sponsor signs and approves Project Definition Document</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Approving project as defined in PDD</li> </ul>	<ul style="list-style-type: none"> <li>Project is not anything not defined in PDD</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>System delayed while modifying PDD</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>Sponsor signed off on PDD</li> </ol>	

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

<b>D3: Product Awareness Plan – Develop plan to communicate to DTS staff on the new Remedy ITSM product that uses ITIL Standards and how it will improve future IT support</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>A plan to communicate to DTS employees the benefits of the new Remedy suite, the implementation process and how they can support the process.</li> <li>This is a plan to begin a cultural change across the DTS enterprise in how DTS will do business in the future.</li> <li>This is a plan to communicate with DTS personnel on the impact this product will have on their future IT support.</li> <li>DTS Executive approved/endorsed</li> </ul>	<ul style="list-style-type: none"> <li>Training plan</li> <li>Implementation</li> <li>Support plan</li> <li>Transition plan</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>DTS or agency specific projects that may have an impact on DTS employee time</li> </ul>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
N/A	N/A
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>The Product Awareness Plan is group tested, revised, retested and finalized.</li> <li>Focus group will validate Plan.</li> <li>Business Sponsor will approve Plan.</li> </ol>	

<b>D4: List of Services — A list of all services and products provided by DTS</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Obtain/Create a list of DTS Enterprise Services Catalog products and services</li> <li>Obtain/Create a list of DTS non-chargeable products and services</li> <li>List of services must be publishable</li> <li>List of services must be reviewable and be able to be added to or changed following the process defined in Configuration Management and Change Management</li> <li>List of services must be measurable</li> <li>List of services must maintain the same naming standard as approved and published by DTS management and the DTS rate committee and billing naming convention assuming they must be the same (refer to D10 Standards)</li> </ul>	<ul style="list-style-type: none"> <li>Wish list of Services</li> <li>Static</li> <li>Specific to current Catalog</li> <li>A list of Foundation Data</li> <li></li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>Dependent on an accurate DTS Enterprise Services Catalog</li> <li>Dependent on the naming standard</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>n/a</li> </ul>	<ul style="list-style-type: none"> <li>n/a</li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>A current list of chargeable and non-chargeable products and services with descriptions and costs are incorporated in Remedy. The list of services is published and accessible for CMDDB use.</li> <li>Sponsor sign off that list is current and valid.</li> </ol>	

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

<b>D5: Project Request Approval Process — Defines the process for making requests to ITSM 7.x</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Process for all of Remedy ITSM 7.x process; Change, CMDB, Configuration, Service Desk, Service Request and Service Level Management</li> <li>Process for requesting changes to Remedy ITSM prior to installation</li> <li>Requests for change include standards, services, CIs, configuration items, foundation data, forms, reports, etc.</li> <li>Approval authority is based on Change Rigor defined in PDD</li> <li>Process to log, track and approve changes in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>Limited to specific modules or processes</li> <li>Process for changes after implementation</li> <li>Process for custom systems like CWO</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>Balancing changes to system with costs and upgrade concerns</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>Approving changes in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>Each request will be submitted on the Remedy ITSM 7.x Change Request Form with all required information. Additional documentation should be attached, if necessary.</li> <li>Each request will be logged for tracking.</li> <li>Each request will be approved at the proper level according to the change rigor levels (1, 2, or 3) defined in the PDD.</li> <li>Each request will receive a disposition to complete the approval process.</li> <li>Requestor will be notified of disposition.</li> <li>Standards, policies, procedures, request, processes, etc., will be stored and/or accessible on the G:\core team ITSM or at <a href="http://dts.utah.gov/services/entprojects/index.html">http://dts.utah.gov/services/entprojects/index.html</a></li> </ol>	

<b>D6: Foundation Data Mini – Configuration of Foundation Data for Remedy Core System; Including Tenancy Mode Recommendation and Entering Minimal FD for Staff Familiarization</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Use Multi-Tenancy mode, but act Single to give the benefits of Multi without all of the restrictions of Single.</li> <li>Consists of the following: Organization, locations, support groups, categorizations (product and operational), assignments, escalations, notifications, approvals, people, licensing, roles and permissions</li> <li>Enough data entered for staff familiarization</li> <li>Validated by team leaders</li> <li>Necessary foundation for system</li> <li>Modified only by authorized staff</li> </ul>	<ul style="list-style-type: none"> <li>A full team decision</li> <li>A user decision</li> <li>Modifiable by general users</li> <li></li> <li></li> <li></li> <li></li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>Compliant with ITIL standards</li> </ul>	<ul style="list-style-type: none"> <li>Agency specific</li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>Training for staff to maintain/modify data</li> </ul>	N/A
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>System will function as specified.</li> <li>Business Analyst will validate foundation data.</li> <li>Foundation team will give initial validation.</li> </ol>	



<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

<b>D7: Priority List of CIs - Create of detailed list of CIs to be implemented in each phase</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Developed by core teams</li> <li>Approved by DTS management</li> <li>Consistent for accurate reporting data</li> <li>Must include priorities for agency business applications</li> <li>Must include priority enterprise and global services</li> <li>List must follow standardized format and naming standards.</li> <li>List with priorities for each phase of implementation</li> </ul>	<ul style="list-style-type: none"> <li>All inclusive for the first implementation</li> <li>An Inventory list</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>DTS or agency specific projects that may have an impact on DTS employee time</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>Priority List will meet the needs of DTS business units e.g. Security, Service Desk, Infrastructure</li> <li>DTS Management, Security and the Remedy Core team will validate the list/scope.</li> <li>List of all products and services with a Phase number of 1-4. CIs with 1-3 will go in with the three defined Remedy phases. Phase 4 will be all remaining CIs</li> </ol>	

<b>D8: Standards – Define standards for HW and SW naming, data input, terminology, thresholds, etc. for each of modules to be implemented.</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Document Standards using ITIL terminology and best practices</li> <li>Standards are published and available for use</li> <li>List of standards “external” to ITSM and the SMPM tool.</li> <li>Standard, reportable data is contained in the system.</li> <li>Management will get accurate and verifiable reports.</li> </ul>	<ul style="list-style-type: none"> <li>Enforced by Remedy system</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>Interfaces to back-end billing systems, HR, etc.</li> <li>Individual investment and passion in current names, unwilling to change</li> <li>Lack of understanding of benefit of standard in relation to other products, process and systems.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>Personnel time to rename current CIs to meet defined standards</li> <li>Personnel time to change labels, procedures, monitoring tools etc and other references to CI's.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>Published list of standards.</li> <li>Standards approved by Core Team and Technical Team.</li> <li>Management will get accurate and verifiable reports.</li> </ol>	

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

<b>D9: Relationships - Creation of relationships of CI's in CMDB</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Developed by core teams and technical team</li> <li>Approved by DTS management</li> <li>Consistent for accurate reporting data</li> <li>Must include all CI's currently defined</li> <li>Must include priority enterprise and global services</li> <li>List must follow standardized format and naming standards.</li> <li>Change Management and Configuration Management process must be followed.</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>DTS or agency specific projects that may have an impact on DTS employee time</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>Personnel Time to define relationships</li> <li>Lack of knowledge of workflow and dependencies</li> <li>Personnel time and process to keep relationships current</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>Remedy Core team, Technical team and affected support staff validate the relationship</li> <li>Relationship is maintained in the CMDB with Configuration Management and Change Management process</li> </ol>	

<b>D10: Remaining Foundation Data – Configuration of Remaining Foundation Data for Remedy Core System</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Consists of the following: Organization, locations, support groups, categorizations (product and operational), assignments, escalations, notifications, approvals, people, licensing, roles and permissions</li> <li>Validated by team leaders</li> <li>Validated by consultant</li> <li>Necessary foundation for system</li> <li>Initial setup of foundation data modified only with Remedy sponsor and core team approval</li> <li>Modified only by authorized staff</li> </ul>	<ul style="list-style-type: none"> <li>A full team decision</li> <li>A user decision</li> <li>Modifiable by general users</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>Compliant with ITIL standards</li> </ul>	<ul style="list-style-type: none"> <li>Agency specific</li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>Training of staff to maintain/modify data</li> </ul>	N/A
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>Foundation data configured, tested and documented.</li> <li>System will function as specified.</li> <li>Business Analyst will validate foundation data.</li> <li>Foundation Team will give initial validation.</li> <li>Quality Assurance will test foundation data.</li> <li>Consultant will validate foundation data.</li> <li>Business sponsor will sign off foundation data.</li> </ol>	

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

<b>D11: Rollout/Release Plan – Develop plan to release ITSM in defined phases.</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Implemented in defined phases</li> <li>Agency specific</li> <li>Limited to DTS until system is implemented and fully operational</li> </ul>	<ul style="list-style-type: none"> <li>The Transition Plan</li> <li>The Training Plan</li> <li>Forum for requirements</li> <li>Transparent</li> <li>A timeline with agency order</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>Validated to not impact other projects</li> <li>Agency specific projects that impact DTS employee time</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>DTS staff support</li> <li>Personnel time</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>A detailed plan showing agency order and timeframes.</li> <li>A successful test of the rollout has been completed and documented.</li> <li>Communications efforts are successful.</li> <li>IT and Regional Directors and sponsor validate Plan.</li> </ol>	

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

<b>D12: Remedy AT Server – Install new version of Remedy 7.x ITSM Acceptance Testing</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b> <ul style="list-style-type: none"> <li>Fully functional acceptance test server</li> <li>Same functionality as production server</li> <li>AT server configured, documented and set up to function as the disaster recovery environment as needed</li> <li>Accessed through Siteminder/UMD authentication</li> <li>Backed up nightly</li> <li>Server availability monitored</li> <li>Used for development</li> <li>Used for production unless during a disaster</li> </ul>	
<b>Constraints and Interdependencies with other products and projects</b> <ul style="list-style-type: none"> <li>ARIES system interface</li> <li>EIS interface</li> <li>Interfaces to billing and other internal systems such as CWO, Time Accounting, IPR, etc.</li> <li>Personnel availability</li> <li>By DEV deliverable</li> <li>By configuration and testing of foundation data</li> <li>By Standards</li> </ul>	
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b> <ul style="list-style-type: none"> <li>Authenticated through UMD</li> <li>Permissions assigned through management request</li> <li>Personnel time</li> <li>Training of QA</li> <li>Backup and storage</li> <li>Monitoring of system health, availability and reporting</li> <li>Rack space, network and power requirements</li> <li>SSL certificates</li> <li>Database</li> </ul>	
<b>Completion Criteria</b> <ol style="list-style-type: none"> <li>System looks and functions like production server environment.</li> <li>All hardware, operating system, database and network connections configured, installed, and documented.</li> <li>Dedicated server loaded with all ITSM 7.x modules.</li> <li>All software has been tested and QA can access the modules with the ability to test them.</li> <li>Quality Assurance and Remedy Administrator will validate system.</li> </ol>	

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

<b>D13: Remedy PROD Server – Install new version of Remedy 7.x ITSM for Production</b>	
<b>Is</b>	<b>Is Not</b>
<b>Requirements</b>	
<ul style="list-style-type: none"> <li>Fully functional production server hosted in the SL data center</li> <li>Access to server is through Siteminder/UMD authentication</li> <li>Failover process to AT environment developed and tested in the event of a disaster.</li> <li>Same configuration as AT server</li> <li>Back up nightly</li> <li>Server availability monitored</li> <li>Archival plan in place for production data</li> </ul>	<ul style="list-style-type: none"> <li>Used for development or test</li> </ul>
<b>Constraints and Interdependencies with other products and projects</b>	
<ul style="list-style-type: none"> <li>ARIES system interface</li> <li>EIS interface</li> <li>Interfaces to billing and other internal systems such as CWO, Time Accounting, IPR, etc.</li> <li>Personnel availability</li> <li>By AT deliverable</li> <li>By configuration and testing of foundation data</li> <li>By Standards</li> </ul>	<ul style="list-style-type: none"> <li>ARIES replacement project</li> </ul>
<b>Operational Impact (i.e. monitoring concerns, security, maintenance, customer support, etc.)</b>	
<ul style="list-style-type: none"> <li>Available 24x7 excluding scheduled outages</li> <li>Authenticated through UMD</li> <li>Permissions assigned through management request</li> <li>Personnel time</li> <li>Backup and storage</li> <li>Monitoring of system health, availability and reporting</li> <li>Rack space, network and power requirements</li> <li>SSL certificates</li> <li>Database</li> </ul>	<ul style="list-style-type: none"> <li>Taken off line without prior notification</li> <li>Available to non-authorized users</li> </ul>
<b>Completion Criteria</b>	
<ol style="list-style-type: none"> <li>System is tested and fully functional.</li> <li>It will be fully operational with all related systems.</li> <li>System tested and validated by Remedy Administrator, Remedy Team Leaders and selected team members.</li> <li>Release plan developed and approved.</li> <li>All hardware, operating system, database and network connections configured, installed, and documented.</li> <li>Dedicated server loaded with all ITSM 7.x modules.</li> </ol>	

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

## PROJECT GOVERNANCE FRAMEWORK

<b>Core Team Member Meetings</b>		
<ul style="list-style-type: none"> <li>Tuesdays, 1:30 pm to 3:30 pm, Room 6100</li> <li>Beginning: Tuesday, August 19, 2008</li> </ul>		
<b>Status Reporting</b>		
<ul style="list-style-type: none"> <li>Bi-weekly reporting to sponsor on status of project.</li> </ul>		
<b>Baseline</b>		
When will the baseline plan and POS be updated?		
<ul style="list-style-type: none"> <li>After the team and sponsor have approved the change to project scope.</li> </ul>		
When will the plan baseline freeze?		
<ul style="list-style-type: none"> <li>After the project sponsor signs and approves the PDD</li> </ul>		
<b>Change Management</b>		
Low Change Rigor	Medium Change Rigor	High Change Rigor
What criteria will be used to define change rigor?		
Changes in wording, committee resources, non-critical changes, naming conventions and other standards, CIs and relationships, services, and other functional data.	Changes in scope, schedule, resources, target milestones, foundation data.	Changes in configuration or customization to Remedy ITSM 7.x.
Who will have change approval authority?		
Core Team	Project Sponsor	Remedy Executive Steering Committee
How will the change impact be assessed?		
We will take each change request and compare the total cost of the change with the benefit of the change to the project and the impact it will have on the other modules in the project. See Project Change Approval Process		

## SYSTEM CUSTOMIZATION

The Remedy Core Team will take each change request and compare the total cost of the change with the benefit of the change to the project and the impact it will have on the other modules in the project. Changes approved by the Core Team will be given to the Sponsor for final approval.

<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

## BASELINE HISTORY

Baseline History (and Proposed)				
Proposed (Date:    )		Start Date	Finish Date	Cost
1 <sup>st</sup> Baseline (Date set:    )		Start Date	Finish Date	Cost
Why:				
2 <sup>nd</sup> Baseline (Date set:    )		Start Date	Finish Date	Cost
				Schedule Amount Change
Why:				
3rd Baseline (Date set:    )		Start Date	Finish Date	Cost
				Schedule Amount Change
Why:				
4th Baseline (Date set:    )		Start Date	Finish Date	Cost
				Schedule Amount Change
Why:				
5th Baseline (Date set:    )		Start Date	Finish Date	Cost
				Schedule Amount Change
Why:				

## VALIDATION OF SECTION 3

Kenneth Peterson, COO

Date

Darcie Trimble, Solutions Delivery Dir. /Acting Project Management Dir.

Date

Jim Matsumura, Services Delivery Director

Date

Jolet Olsen, Business Services Director

Date

Russell Smith, Business Sponsor and Product Manager

Date

Project Plan – Installation of Remedy ITSM 7.x	Version: 5.0
Project Definition Document: <b>Remedy ITSM 7.x Core Project</b>	Date: <b>December 11, 2008</b>

## SPECIALITY TEAM MEMBERS

CHANGE MANAGEMENT (CM) TEAM MEMERS					
*Marsha Dotson	Change Management – Team Lead	DET	Capitol	<a href="mailto:mdotson@utah.gov">mdotson@utah.gov</a>	Wk 538-3563
*Chad Thompson	Change Management	DWS	Metro	<a href="mailto:chadt@utah.gov">chadt@utah.gov</a>	Wk 514-7508
*Corona Ngatuvai	Change Management	DOH	Metro	<a href="mailto:cngatuva@utah.gov">cngatuva@utah.gov</a>	Wk 538-9378
*Craig Coulson	Change Management	TAX	Metro	<a href="mailto:ccoulson@utah.gov">ccoulson@utah.gov</a>	Wk 297-2728
*Gene Riggs	Change Management	DHS	Metro	<a href="mailto:griggs@utah.gov">griggs@utah.gov</a>	Wk 538-9358
*Jill Berman	Change Management	UDC	Rural-C	<a href="mailto:jberman@utah.gov">jberman@utah.gov</a>	Wk 545-5747
*Matt Blunk	Change Management	DCC	Metro	<a href="mailto:mblunk@utah.gov">mblunk@utah.gov</a>	Wk 715-6702
*Mike Sadler	Change Management	DPS	Metro	<a href="mailto:msadler@utah.gov">msadler@utah.gov</a>	Wk 965-4822
Debbie Naegle	Change Management	DHS	Metro	<a href="mailto:dnaegle@utah.gov">dnaegle@utah.gov</a>	Wk 538-4638
LaRon Taggart	Change Management	UDOT	Metro	<a href="mailto:ltaggart@utah.gov">ltaggart@utah.gov</a>	Wk 965-4763
Patrick Funk	Change Management	DNR	Metro	<a href="mailto:patrickfunk@utah.gov">patrickfunk@utah.gov</a>	Wk 537-3146
Roger Bishop	Change Management	DEQ	Metro	<a href="mailto:rbishop@utah.gov">rbishop@utah.gov</a>	Wk 538-6066
Romanza Hamblin	Change Management	DET	Capitol	<a href="mailto:rhamblin@utah.gov">rhamblin@utah.gov</a>	Wk 538-9505
Susan Barker (R2)	Change Management	DHS	Metro	<a href="mailto:scbarker@utah.gov">scbarker@utah.gov</a>	Wk 538-4569
Vicki Stokes	Change Management	DET	Capitol	<a href="mailto:vstokes@utah.gov">vstokes@utah.gov</a>	Wk 538-3686
Technical Staff					
Removed by Director					
Rod Tucker	Change Management	ABC	Metro	<a href="mailto:rtucker@utah.gov">rtucker@utah.gov</a>	Wk 977-6860
Torrens Arnold (R2)	Change Management	DPS	Metro	<a href="mailto:tarnold@utah.gov">tarnold@utah.gov</a>	Wk 957-8582
*CM Core Team					

CONFIGURATION MANAGEMENT DATABASE TEAM MEMBERS					
*Fred Schmidt	Change Management – Team Lead	DHS	Metro	<a href="mailto:fschmidt@utah.gov">fschmidt@utah.gov</a>	Wk 297-2728
*Marsha Dotson	Change Management	DET	Capitol	<a href="mailto:mdotson@utah.gov">mdotson@utah.gov</a>	Wk 538-3563
*Corona Ngatuvai	Change Management	DOH	Metro	<a href="mailto:cngatuva@utah.gov">cngatuva@utah.gov</a>	Wk 514-7508
*Craig Coulson *	Change Management	TAX	Metro	<a href="mailto:ccoulson@utah.gov">ccoulson@utah.gov</a>	Wk 538-9378
*Fred Schmidt	Change Management	DHS	Metro	<a href="mailto:fschmidt@utah.gov">fschmidt@utah.gov</a>	Wk 297-2728
*Greg Jackson	Change Management	UDOT	Metro	<a href="mailto:gregjackson@utah.gov">gregjackson@utah.gov</a>	Wk 538-9358
*Chris Kunde	Change Management	DWS	Metro	<a href="mailto:ckunde@utah.gov">ckunde@utah.gov</a>	Wk 545-5747
*Roger Bishop	Change Management	DEQ	Metro	<a href="mailto:rbishop@utah.gov">rbishop@utah.gov</a>	Wk 715-6702
Gene Riggs	Change Management	DWS	Metro	<a href="mailto:griggs@utah.gov">griggs@utah.gov</a>	Wk 965-4822
Matt Blunk	Change Management	DCC	Metro	<a href="mailto:mblunk@utah.gov">mblunk@utah.gov</a>	Wk 965-4763
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<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

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<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

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<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

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<b>Project Plan – Installation of Remedy ITSM 7.x</b>	<b>Version: 5.0</b>
<b>Project Definition Document: Remedy ITSM 7.x Core Project</b>	<b>Date: December 11, 2008</b>

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Help Desk					
Technical					
Each team Leader	Each team leader for their team				
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Teams were reevaluated and changed to meet the new regional reorganization.